



*League of Southeastern
Credit Unions & Affiliates*

CHAPTER LEADERS' HANDBOOK



www.lscu.coop | 866.231.0545

About the Handbook

The LSCU Chapter Leaders' Handbook is designed to serve as a source of information on the chapters of credit unions within Florida, Alabama and Georgia and to provide an overall picture of the important role chapters play.

It is hoped that this handbook will be a useful tool to help you to have an active, more effective chapter. Please remember that LSCU staff are available to assist with chapter activities and may be reached at MemberEngagement@lscu.coop.

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CHAPTER FUNCTION AND PURPOSE

What is a Credit Union Chapter?

Chapters perform a valuable service to credit unions at the local level by providing a communication link between the League of Southeastern Credit Unions and the credit unions in the chapter, as well as between credit unions themselves. Each chapter is composed of credit unions located within designated geographical boundaries.

Each chapter should establish a basic set of objectives that will define its purpose. A list of these objectives, compatible with those established for the League of Southeastern Credit Unions, may include:

Purpose of the Chapters:

The purpose of a Chapter is to:

- Promote cooperation and networking among credit unions within the Chapter;
- Support the growth of credit unions;
- Promote and support the League of Southeastern Credit Unions & Affiliates;
- Sponsor educational programs;
- Promote advocacy efforts in support of the credit union movement;
- Support the Young Professionals Program;
- Support the Southeastern Credit Union Foundation;
- Encourage credit union participation in community involvement projects;

Structure

Board of Directors

A chapter is guided by its board of directors (the elected officials of the chapter).

The board of directors, led by the chapter president, is responsible for planning and promoting regular chapter activities. The board is responsible for the general management of the chapter in accordance with the provisions of the League of Southeastern Credit Unions and the bylaws of the chapter.

League Liaison

LSCU provides a staff member to serve as the liaison for each chapter. Through these staff members, chapters have access to information on League events, services, and chapter support materials.

The Importance of Credit Union Chapters

Chapters are both a forum for sharing credit union best practices and a means for locally publicizing the benefits of the credit union movement. All chapter activities are guided by a single objective – to foster the growth of the credit union movement.

Since education is an integral component of growth, it is natural that chapters offer educational opportunities to current and future credit union leaders in Alabama, Florida, and Georgia. Chapters typically provide educational programs to their local credit unions at regular chapter meetings. As a result, these sessions provide an opportunity to exchange ideas and share information required by executives and employees to move from “good” to “great”. Individual chapters determine which educational programs to host to address the specific needs of its member credit unions.

Equally important is the role of chapter officials in grassroots advocacy efforts, as legislative representation is critical to the continued survival of the credit union movement. Serving as vital links between the League and credit unions, chapters are a valuable resource concerning the views and concerns of local credit unions on legislative issues.

Chapters have always been, and will continue to be, the backbone of the credit union movement, fulfilling a dual role as credit union educator and grassroots legislative link.

The following information examines the LSCU bylaws addressing chapters.

Section 1. Purpose

Chapters are unincorporated associations formed in specific geographic areas. Chapters are recognized by the League, but are not subdivisions or agents of the League. The purpose of a chapter is to support the League, promote cooperation among credit unions, sponsor educational programs, and undertake other activities consistent with proper credit union and community development.

Section 2. Composition

Each chapter shall be comprised of credit unions that are members of the League and shall operate pursuant to Bylaws approved by the Board and adopted by the chapter.

Section 3. Formation of Chapters

The Board shall have the authority to allow credit unions within common geographic locations to form new chapters and, after consultation with the affected credit unions, shall designate the geographic area for chapters. Chapters shall engage in activities of an educational and inspirational character which are consistent with the rules for chapters adopted by the Board.

Section 4. Limitations

No chapter is agent of, or attorney in fact for, the League. The actions of any chapter shall be binding solely upon the chapter, not upon the League. A chapter may indicate that it is affiliated with the League, but may not assert that it is the League or that it has the authority to act for the League in any matter.

Section 5. Dissolution of Chapters

Any chapter may be dissolved upon affirmative vote of the League Board.

CHAPTER POSITION DESCRIPTIONS

A chapter is governed by its chapter officials, or board of directors, made up of individuals from credit unions within the chapter's geographic boundaries. To be eligible for election and continue in office, a candidate must be an employee or volunteer of a credit union in good standing with the League of Southeastern Credit Unions.

Normally, not more than one representative of any credit union shall serve as a chapter official at any one time. Chapter officers meet as necessary. Regular meetings of the chapter are held as specified in the chapter bylaws or fixed by the chapter officers.

Duties:

- Meet as needed.
- Give direction and purpose to the chapter activities throughout the year.
- Plan and coordinate chapter activities.
- Outline the chapter's goals and objectives for the year.
- Appoint standing or special committees to help achieve objectives.

The board should "plot the course" for their chapter to follow throughout the year, resulting in an outline of chapter events. By planning in advance, the board can distribute a six-month or full year meeting schedule. To assist in the process, LSCU is available to facilitate annual Chapter Planning Sessions. Please contact MemberEngagement@lscu.coop for more information.

Chapter President

Overall, the President is responsible for providing leadership for the chapter. It is the duty of the president to give the chapter direction and motivate others to support the chapter. The president strives to keep all activities working towards the good of the chapter, the League, credit unions, and credit union members.

The Chapter President is responsible for overseeing the following tasks:

Duties:

- Conduct and coordinate chapter affairs in accordance with the bylaws of the chapter.
- Assume responsibility for all meetings of the chapter personally or by delegation.
- Notify the LSCU League Liaison of all upcoming meetings and events.
- Preside at all meetings of the chapter and the chapter board of directors.
- Speak for the chapter at other meetings when attending as a chapter representative.

- Appoint regular or special committees needed to carry out chapter functions and act as an ex-officio member of such committees.
- Keep the chapter informed on current correspondence, including highlights and programs of LSCU and CUNA.
- Act (or appoint another individual to act) as chapter liaison at community events upon invitation.
- Develop responsible leadership among the members of the chapter. The chapter president is a "team builder" and should pursue training opportunities for upcoming leaders when necessary.
- Cooperate with the chapter secretary in issuing meeting notices.

Chapter Vice President(s)

The vice president lends vital assistance to the president and may be assigned specific duties, such as chairing special projects or programming, and may be called upon to assist as necessary for the good of the chapter. In the president's absence, the vice president will be called upon to fulfill the role and should be thoroughly familiar with all duties.

Duties:

- Preside at meetings in the absence of the president.
- Be prepared to succeed to the presidency in the event of a vacancy.
- Function as the chairman of committees as needed.
- Work to involve inexperienced members of the chapter in special committees or projects.
- Serve in any other capacity the president may assign.
- Act as chapter representative at functions and meetings not attended by the president.

Chapter Secretary

The secretary shall keep a record of the meetings of the chapter and chapter officials. The accuracy and completeness of chapter records are the responsibility of the secretary.

Duties:

- Conduct correspondence and maintain the records of the chapter.
- Handle chapter finances in the absence of the treasurer.
- Take accurate minutes of all chapter meetings and check attendance.
- Work closely with the program chairperson to coordinate chapter meeting notices.
- Inform the League of any change in officials in a timely matter.
- Act as presiding officer in the absence of the president and vice president(s).
- Retain and maintain a copy of current chapter bylaws.
- Maintain a current list of credit unions and contact information within the chapter.
- Respond to inquiries and correspondence when necessary.

Meeting Minutes

Chapter meeting minutes should contain:

- Name of chapter and type of meeting - regular or special
- Date of meeting
- Location of meeting

- Time of call to order
- Presiding officer
- Number of attendees present
- Statement that minutes of previous meeting were read and approved
- Reports of officers and committees
- A detailed record of chapter business discussed
- Date of next meeting
- Time of adjournment

Chapter Treasurer

The treasurer shall be responsible for accounting for funds and property in possession of the chapter.

Duties:

- Receive all funds and deposit into the chapter's account.
- Maintain accurate records of all receipts and disbursements.
- File a Chapter Tax 990 EZ each year.
- Present current bills each month for approval and pay all obligations in a timely manner. If the chapter operates under a budget, budget items may be paid by the treasurer without further approval.
- Assist the chapter board in planning events involving chapter expense or income.
- Submit a financial report at each regular business meeting.
- Send a chapter dues invoice, if applicable, to each member credit union by the date in the bylaws.
- Keep inventory of items owned by the chapter and their location.
- Handle chapter secretary duties in the absence of the secretary.

► See Report of Activities for the Year Ended in **Forms** section.

How are Chapter Funds Obtained?

The operating expenses of each chapter, such as printing, rentals, etc., may be offset by assessing dues on chapter credit unions at a rate determined by a majority vote of chapter members at each annual meeting. Costs may also be included in the meeting fees charged to members. Dues rates for chapters are variable and can be assessed in several ways:

- Fixed annual membership fee per credit union;
- Percentage of income (with a maximum and minimum);
- Per capita amount.

For chapters that charge membership dues, dues are required in accordance with the chapter bylaws. Other funds may be secured by fundraising means approved by the chapter within the limitations of the bylaws.

What are Safeguards for Chapter Funds?

The financial records of the chapter should be audited annually. The chapter board of directors should appoint an auditor or audit committee to perform this task. In addition to the annual audit, an audit should be performed when a new treasurer is appointed. A standard audit form prepared by the League is provided for your convenience.

▶ See Auditor's Verification Form in **Forms** section

▶ See Report of Audit Committee in **Forms** section

Sales, Use and Hotel Occupancy Taxes Relative to Chapter Activities

When purchasing goods and services in the name of the chapter, **Chapters are not exempt from Sales, Use and Hotel Occupancy taxes.** While federal and state-chartered credit unions enjoy a legislative exemption from the payment of these taxes, Chapters are not exempt from these taxes.

However, if your chapter is hosting a fundraising event for the Southeastern Credit Union Foundation, the tax exemption may apply. Please contact the Foundation for guidance.

Chapter Director (Optional)

While the Chapter Director is not a required position, a Chapter Director may be installed as an additional resource to the Chapter Board. Chapter Directors play an important role in ensuring that all interested credit unions are represented and that chapter meeting information is shared appropriately.

Duties:

- Represent the credit union on the Chapter Board.
- Serve as a backup to the Chapter Board in the capacities requested by the Chapter President.
- Provide regular updates to the credit union on upcoming events and opportunities to be involved.

Chapter Legislative Liaison (Optional)

Credit unions consistently rank legislative advocacy as the most important service the League can provide. Legislative representation is critical to the continued survival of the credit union movement, and the real political strength is in the grassroots efforts of chapters and credit unions. The vital legislative link between the League and the credit union is the Chapter Legislative Liaison.

Duties:

- Educate chapter credit unions on legislative issues and encourage their participation.
- Contact credit unions to request assistance with legislative outreach when necessary.
- Arrange meetings or events with legislators and local credit unions. It's important for legislators and credit union employees to meet and understand how the other operates.

- Facilitate and assist in fundraising events to support political action efforts by the League's state and national political action committees.
- Serve as a valuable resource for the League concerning legislative issues and the views and concerns of local credit unions. Provide feedback from credit unions concerning legislation.

YOUNG PROFESSIONALS GROUP

LSCU's Young Professionals Group (YPG) is made up of credit union professionals, 40 years of age and younger, in Alabama, Florida and Georgia working to positively impact the credit union movement. LSCU introduced the Young Professionals Group (YPG) in 2012, structured as a stand-alone group within the geographic boundaries of the corresponding chapter.

The goals of the program are improved industry awareness, increased knowledge, professional development, and strengthening the collaborative spirit of young credit union professionals. YPG members have access to supplementary resources, such as the YPG Networking Events Guide and YPG Community Outreach Guide, located on the LSCU website. Participants are asked to complete the registration form located on the LSCU website under the Member Engagement tab.

The YPG is led by a coordinating council made up of representatives from each active YPG chapter. The YPG coordinating council is responsible for the planning and execution of the YP Think Tank, a free professional development event for YPG members across all three states and sharing information on upcoming events and initiatives to their respective groups.

For additional information, please contact MemberEngagement@lscu.coop.

CHAPTER PLANNING

The Purpose of Chapter Planning

As a primary component of the League of Southeastern Credit Unions, a chapter's ultimate purpose is to support the mission of the League which states:

"To create an environment that enables credit unions to grow and succeed."

Objective

Chapter planning will help achieve the following objectives:

1. Develop relevant and productive chapter activities that will benefit chapter credit unions.
2. Build relationships within the chapter, keeping credit unions competitive and adding value to their individual operations.

3. Develop educational programs that will provide credit unions the information and skills necessary to compete in the current environment.

Pre-planning Questions

1. **Why develop a chapter plan?**
 - a. Evaluate current chapter functions. Who is attending?
 - b. Anticipate change.
2. **What if we're experience an increase/decrease in participation and attendance?**
 - a. Test validity of chapter mission statement.
 - b. Is it still on target or has the focus changed?
 - c. New views/ideas should be explored. This may set a new direction.
3. **What areas should the plan address?**
 - a. Attendance.
 - b. Areas of interest that credit unions will find valuable when presented at meetings.
4. **Which credit unions attend? Who is representing them?**
 - a. Participation.
 - b. What is the level of interest/enthusiasm from attendees?
5. **What should the chapter be doing to be successful? What does successful mean to our chapter?**
 - a. Each chapter is unique.
 - b. Define what would make your chapter successful.
4. **Why do people attend the chapter meetings?**
 - a. Convenience - local
 - b. Personal
 - c. Education
 - d. Networking
5. **What does the chapter do best?**
 - a. Capitalize on what works.

Chapter Planning Activity Flow Chart

1. **Introductions/Planning Purpose**
 - a. Discussion of "Why develop a chapter plan."
2. **Expectations**
 - a. What are participants anticipating from the planning process?

3. Identify Needs of the Chapter/Credit Unions

- a. What are the needs of the credit unions in your chapter that have planned activities?

4. Determine the Realities

- a. What can/cannot be done to meet the identified needs?

5. Establish Goals for the Chapter

- a. Define specific achievements desired.

6. Set Interim Objectives

- a. Short-term achievable goals to support long-term goals.

7. Develop a Tactical Plan

- a. Devise mode of operation.

8. Evaluate Progress

- a. Assess progress periodically to determine adjustments necessary.

Chapter Planning Activity

TASK 1: Identify needs of the credit unions that the chapter should be meeting.

- What do credit unions want and need from chapter activities? Ways to determine your chapter credit unions' wants and needs include:
 - a. A written survey mailed to credit unions.
 - b. Evaluation forms for programs to be completed by attending credit unions.
 - c. Telephone survey of credit unions who do not attend chapter meetings.
 - d. Email or online surveys through Survey Monkey, Doodle, Zoomerang, etc.

TASK 2: Assess/evaluate prior year's chapter activities.

- a. Which programs excelled? Which did not?
- b. Which meetings had large attendance? Why?
- c. What made the difference?

TASK 3: Determine the realities of meeting the needs just identified.

- Does the chapter have the necessary resources?
 - a. People
 - b. Time
 - c. Funds

TASK 4: Establish goals for the chapter.

- What specifically should the chapter achieve to be successful (refer to your definition of successful under pre-planning questions)?
 - a. Long-term
 - b. Short-term

TASK 5: Set interim objectives.

- What must happen to achieve the desired goals?
 - a. Interim objectives are very specific and should have a definite time for completion.
 - b. The accomplishment of several interim objectives should reach the desired goals.

TASK 6: Develop tactical plan.

- A tactical plan states how the interim objectives and desired goals are to be achieved.
 - a. Who will be responsible?
 - b. Where will it take place?
 - c. How will it be funded?

TASK 7: Evaluate progress.

- The plan should be revised periodically as needed.
- A plan destined to fail and not adjusted will only bring on failure faster.
- If needed, the entire plan should be rewritten to achieve the desired goals.

***Helpful Hint – Facilitator***

Contact your League Liaison to serve as a facilitator during your chapter planning sessions.

Chapter Planning Activity - Chapter Budget

The chapter board of directors should develop an operating budget for the coming year, including the net anticipated gain or loss for the year. At a minimum, this should include:

- Income
 - a. Chapter events *
 - b. Other income
- Expenses
 - a. Chapter events *
 - b. Postage, mailing costs, etc.
 - c. Board meetings
 - d. Other

* Income and expense of chapter dinners can be figured at a net gain, break-even or loss.

CHAPTER MEETINGS

Types of Meetings

Chapter meetings should result in an exchange of knowledge or skill development by attendees. To accomplish this, several meeting formats may be used:

Dinner Meetings

Dinner meetings can be both educational and social. A short social period before dinner is a great way to get to know other credit union leaders. The educational part of a dinner meeting is usually a speaker with a 20-to-30-minute presentation. Dinner meetings are usually attended by credit union volunteers and employees. It is best to keep subject matter general to interest all groups.

Brown-Bag Lunch / Coffee Meet Ups-

To eliminate costs, attendees are asked to bring their own lunch to a meeting at a chapter credit union. Allow 15-20 minutes for people to eat and chat with others. The next 20-30 minutes can be devoted to group discussion, or a speaker can give a brief presentation. The advantage of this format is the ease and convenience of meeting arrangements. In addition, the cost to participants is kept low, which may encourage participation. It may be necessary to change the time of the meeting from lunch to a breakfast or coffee break, depending on the traffic flow at chapter credit unions. This format is an option to consider when hosting virtual chapter meetings as well.

The Forum

These meetings allow all who are present the opportunity to speak, generally used to develop discussion after a subject has been introduced by a speaker. The president calls for questions and comments from the audience, keeps the discussion active and orderly, and summarizes for clarity when necessary.

The Lecture

The president or moderator briefly introduces the speaker, giving his or her background, qualifications, and the importance of the subject to credit unions. The guest then speaks, covering the subject as they see fit. After the lecture, the speaker will open the floor for questions.

The Panel

A group with specific knowledge engages in discussion before the audience. The president or moderator introduces the panelists and starts the discussion, usually with a general question. He or she guides discussion with further questions and comments, following a flexible outline.

Networking Reception

A reception is held after credit union offices close for the day. Receptions usually last around 60 to 90 minutes and provide an opportunity for informal discussions among participants. Consider inviting those who could serve as mentors to attend, as well as those seeking advice to allow for a good mix of individuals. A reception can follow a tour of a credit union or can be held prior to a standard chapter meeting.

Tours

Find a credit union willing to give a tour of its facilities. The CEO of the host credit union may address the group and share how the credit union practices the "people helping people" philosophy, as well as how the credit union operates. Tours may be followed by a roundtable discussion or networking.

Fundraisers

Put the FUN in fundraising! The Southeastern Credit Union Foundation, Children's Miracle Network, and LSCU PACs are just a few organizations that credit unions and chapters can support. Auctions, golf outings, bowling tournaments, and holiday parties can be enjoyable while also helping worthwhile causes.

Socials

Socials are casual events that encourage networking and build unity within the chapter. Ideas include Employee Appreciation Night, Volunteer Appreciation Night, baseball games, bowling, golf outings, picnics, breweries, local restaurants, etc. If unsure, look to your chapter membership for suggestions.

Managers' Meetings

These meetings are designed for credit union CEOs, managers, and department heads to discuss topics that concern credit union operations. Managers' meetings are breakfasts or luncheons held monthly or quarterly. Your Chapter Liaison is available to present a League Report or other updates as requested.

Suggested Chapter Meeting Agenda

- I. Attendance-Call to Order
- II. Reports:
 - A. Secretary's Report (approve previous meeting's minutes)
 - B. Treasurer's Report
 - C. President's Report
 - D. League Report (presented by LSCU chapter liaison upon request)
 - F. Corporate Credit Union Representative
 - G. Legislative Liaison
 - H. Any Other Reports
- III. Old Business
- IV. New Business
- V. Program or Speaker
- VI. Announcement of next meeting date and adjournment (door prizes if applicable)

Special Recognition/Special Event Meetings

In addition to traditional meetings, your chapter may consider other types of meeting including:

- **International Credit Union Day**
- **Public Relations Events** to increase community awareness.
- **Consumer Education Classes or Seminars**
- **Recognition Events** such as Employee, Volunteer, or CEO Appreciation Nights.
- **Chapter Socials** or other networking events without a formal program.
 - Network and get to know your peers! A social/networking event is an excellent opportunity to combine efforts with other chapters in your area.

- **Legislative Night**
 - Invite lawmakers as chapter guests. Make the evening an opportunity for credit unions to get to know their lawmakers. The LSCU Advocacy Team is available to assist with this.

Encouraging Attendance & Networking

The chapter meeting is the place to get involved! Encourage attendees to invite an individual that does not attend regularly. Below are a few tips to help new attendees feel welcome and motivate attendance at future meetings:

- Devote part of your time at meetings to getting acquainted with new individuals.
- Seek out a new face as you search for a seat. Make a point to introduce yourself to someone new.
- Follow through - introduce this new individual to other members.
- Chapter meeting notices should contain as much exciting, detailed information as possible.
- Place upcoming meeting information on table tent cards, flyers, or an announcement.
- Remember - everybody worked hard to get these individuals to the meeting. A bit of your personality offered sincerely may help keep them coming back.

Ten Tips to Hosting Successful Chapter Meetings

1. Meetings should be held on a regularly scheduled date and time. However, the type of meeting and topic should vary.
2. The business items of the meeting should be concise and move quickly. The president should keep the meeting under control and moving as rapidly as possible, as longer programs will lose their effectiveness.
3. Choose an appealing meeting venue while taking factors such as location, distance from chapter credit unions, and facility setup into consideration. Venues such as local restaurants and breweries tend to draw a crowd. Consider conducting a chapter survey to collect additional location ideas.
4. Provide interesting, well-planned, well-organized and well-publicized chapter programs. Utilize LSCU's Chapter Speakers Bureau for recommendations.
5. Consider the Chapter audience when selecting topics and try to appeal to all. Chapters consist of a mix of management, staff, and volunteers. Avoid highly technical or specialized topics.
6. Send a professional and informative meeting notice 10 to 14 days prior to the meeting, including the LSCU Chapter Liaison. Follow up with an additional invitation as the meeting date approaches. Reach out via phone if necessary & invite attendees to bring a colleague.
7. Sponsorship and the date and location of the next meeting should be recognized and announced.
8. When planning content, consider what benefit attendees will gain by attending your event. Attendees should leave with a takeaway, whether it be increased knowledge or a new connection.
9. Consider events separate from the standard dinner meeting like chapter social and community events. Socials like holiday parties, picnics, golf outings, sporting events and the like should not be overlooked. Community events such as International Credit Union Day, a float in a community parade, fundraising for a charity, or participation in a community project are great ways to get involved while promoting the credit union movement.
10. The agenda should include a general discussion period & networking time, if possible.

Speaker Arrangements

Chapters are encouraged to make the most of the resources available through the League and other affiliated organizations. Individuals from these organizations are willing and eager to present at chapter meetings. Refer to LSCU's Chapter Speakers Bureau for a list of available speakers and topics on LSCU's website.



Helpful Hint – Securing a Speaker from the League Office
Send a request to your Chapter Liaison, notifying the League of your topic interests, location and date requested. Your Liaison will confirm an appropriate speaker and notify the chapter.

When securing a speaker from outside the credit union movement, such as law enforcement officers, special interest groups, etc., the following suggestions may be helpful:

- Provide the speaker with the specific time, location, and date of the meeting.
- Discuss the objectives of the meeting with your speaker.
- Determine the specific topic to be covered.
- Brief the speaker on the amount of time available for the presentation and the audience.
- Ask for a bio to be provided prior to the meeting.
- Discuss special equipment needs, if any.

► See Meeting Planning Checklist in **Forms** section.

Evaluating Your Chapter Meetings

It is important that the chapter provide an overall evaluation of each meeting to assist in planning for the following year. Your evaluation should include the following:

- Meeting Location
- Presentation or Educational Program
- Total Number of Credit Unions in Attendance
- Total Number of People in Attendance
- Other Comments

This information will save time when planning for the next year's programs and will provide valuable background information on successful and not so successful chapter meetings and programs.

CHAPTER GUIDELINES

Installation of Chapter Officers

If a short installation ceremony is desired, the following procedures may be used:

LSCU Staff or Director: It is a pleasure to be here with you tonight. On behalf of the _____ Chapter of Credit Unions, it is now time to install the [insert year] chapter officers. At this time, could I please have the newly elected officers join me?

(State to the audience) The individuals you have elected to represent the _____ Chapter of Credit Unions have agreed to carry out the duties that pertain to their respective office and shall operate to fulfill the objectives of the Chapter as set forth in the chapter's bylaws.

(Option A: Individual Officer Installations – have everyone read or repeat after you the oath of their respective office out loud to the audience)

(Option B: Group Installation – have all officers raise their right hand and repeat the oath of office out loud to the audience).

If I could ask you to raise your right hand and repeat after me:

Oath of Office:

I, (state your name), as (state officer position) of the Board of Directors of the _____ Chapter of Credit Unions, do solemnly pledge:

To INCREASE my knowledge of credit union principles and philosophy;

To CONDUCT my relations with others in a manner which will bring honor and respect to the credit union movement;

To PLACE the welfare of the credit union movement above self-ambition;

To SERVE the members of the _____ Chapter of Credit Unions, who have placed their confidence in me and have elected me to this high office;

To REMAIN dedicated to the credit union philosophy of PEOPLE HELPING PEOPLE.

LSCU Staff or Director: On behalf of the LSCU Chapter Program and the _____ Chapter of Credit Unions, it is my privilege to present your [insert year] _____ Chapter officers. Congratulations to you all!

Reporting Chapter Officials

Each chapter should provide the League with an updated and accurate list of chapter officials annually following the elections of officers. Notification should also be sent to the League anytime a change is made to chapter officials. Please submit chapter officials' information to MemberEngagement@lscu.coop.

Reporting Chapter Information

Upcoming Meeting Information

Upcoming chapter meeting information (date, location, time, topic, and speaker) is published on the LSCU Chapter Events Calendar for affiliated credit unions and vendors to access. *Please submit the information as soon as it is available via the online event submission form or emailing your League Liaison.*

The League of Southeastern Credit Unions is committed to providing your chapter with quality programs and resources, and your assistance in the form of current chapter information and details is greatly appreciated.

CHAPTER RESOURCES

Educational Programs

The League of Southeastern Credit Unions offers a wide variety of educational opportunities throughout the year. These sessions are designed to help credit unions develop their most valuable resource - their staff and volunteers. View upcoming educational programs on LSCU's website.

Chapter Leaders' Retreat

The Chapter Leaders' Retreat is a "chapter specific" training program. Chapter officials participate in a hands-on workshop featuring fresh ideas and information to help build participation and increase volunteerism. Please contact your Chapter Liaison for details.

Leadership

The Resource of Leadership

Although specific duties are assigned for your designated chapter role, you do not face them alone. Chapter leadership is truly a team effort, and cooperation is the key to your success. Below are some ways to make the most of your available resources.

Working with Other Chapter Leaders

This includes those within your chapter and those on the boards of other chapters. By networking with other chapter leaders, you will develop knowledge of their strengths and potential for contribution. With this knowledge, you can seek assistance and involvement, rather than bearing all responsibilities alone. LSCU conferences and events, especially the Chapter Leaders' Retreat, are excellent opportunities to build your network.

Working with Member Credit Unions

This group includes those working or volunteering for credit unions in your chapter. Keep them informed about chapter activities and look to them for suggestions. There are many informal ways to reach out to chapter members, including the social portion of your meetings or breakfast meetings for small groups. Your chapter's members are a link to the credit union industry and are also potential leaders themselves. By developing these relationships, you are developing future leadership for the chapter.

Working with League & Service Corporation Staff

While this handbook covers the specific resources available to your chapter, LSCU staff provide resources and information that will enable you to deal with specific chapter business. Take every opportunity to meet with the League and *LEVERAGE* staff at conferences and other meetings to ensure your chapter continues to run efficiently and effectively.

Speakers' Resources

Locating Speakers

The League of Southeastern Credit Unions' staff and specific affiliated groups are prepared to speak at chapter meetings. These individuals can present programs on a broad range of topic areas. A list of topic suggestions, brief description of the presentation and approximate presentation time is provided in the LSCU Chapter Speakers Bureau, which can be found on the LSCU website.

The League can assist your chapter in scheduling our staff to speak at your chapter meeting. Requests for a specific speaker or topic area should be emailed to your Liaison.

Credit Union Professionals and Volunteers

There is a wealth of talent right at your fingertips in the credit union community, such as credit union CEOs, marketing directors, loan officers, and other officials who can speak at chapter events. These professionals have expertise in a wide array of specialties, so keep them in mind when identifying chapter speakers.

Local Resources

Individuals familiar with credit union operations – for example: attorneys, auditors, collectors, and credit bureaus - are a good sector to begin your search for speakers.

Many times, state and federal regulators will speak on regulatory issues, including the NCUA, Florida Office of Financial Regulation, Alabama Credit Union Administration, and Georgia Department of Banking and Finance. Local and state law enforcement agencies can often present topics such as robbery, fraud and embezzlement. Your local chamber of commerce may also maintain a list of individuals within your community who will speak on a wide variety of topics.

The subject matter will dictate the choice of speaker for your program. However, please contact your League Liaison for further recommendations.

CHAPTER BYLAWS, CODE OF ETHICS, & CODE OF CONDUCT

Standard Chapter Bylaws

Standard Chapter Bylaws
(Approved by the LSCU Board on 12/10/20)

Article I **Name and Location**

Section 1: Name

The name of this Chapter shall be the _____ Chapter of the League of Southeastern Credit Unions & Affiliates (LSCU & Affiliates).

Section 2: Location

The Chapter Area shall be the following geographic area:

Article II **Purpose**

Section 1: Purpose

The purpose of the Chapter is to:

- Promote cooperation and networking among credit unions within the Chapter;
- Support the growth of credit unions;
- Promote and support the League of Southeastern Credit Unions & Affiliates;
- Sponsor educational programs;

- Promote advocacy efforts in support of the credit union movement;
- Support the Young Professionals Program;
- Support the Southeastern Credit Union Foundation;
- Encourage credit union participation in community involvement projects;

Section 2: Integral Part of League

The Chapter is an unincorporated association established by the League and is recognized as an integral part of the League.

Article III Membership

Section 1: Membership

Credit unions with an office within the Chapter area shall be eligible for the following classes of membership:

Primary Members - Any LSCU & Affiliates affiliated credit union with its headquarters located in the Chapter area is eligible to be a Primary Member.

Associate Members - Any LSCU & Affiliates affiliated credit union with a branch located in the Chapter area is eligible to be an Associate Member.

Additional Members - Any credit union headquartered in a non-LSCU & Affiliates state with a branch located in the Chapter area is eligible to be an Additional Member, if it is affiliated with the League in its home state other than the League of Southeastern Credit Unions & Affiliates.

Section 2: Membership Voting

All Primary Members shall be entitled to one (1) vote.

Article IV Meetings

Section 1: Annual Meeting

The Annual Meeting of the Chapter shall be held by April 30th of each year at a time and place indicated by the Chapter Board. A notice shall be sent by the Secretary to all affiliated chapter credit unions and the League at least fifteen (15) days prior to the date of the meeting.

Section 2: Regular Meetings

The Chapter shall hold at least two (2) regular meeting each calendar year.

Section 3: Special Meetings

Special Meetings shall be called by the Chapter President or upon request of the greater of two (2) Primary Members or 25% of the Primary Members; notice given by Secretary to Chapter members and the League at least one week in advance. The purpose of meeting and business to be transacted shall be clearly stated in the meeting notice. No other business may be conducted at a special meeting.

Section 4: Location of Meetings

Meetings may be held either in-person or virtually, as decided by the Chapter President.

Section 5: Quorum

The representation from the greater of two (2) Primary Members or 25% of the Primary Members shall constitute a quorum.

Article V Board of Directors

Section 1: Board of Directors

The Board of Directors shall consist of not less than three (3) Board members. The majority of the members of the Board of Directors shall be Primary Members, as defined in Article III, Section 1. The size of Chapter Boards may remain the same as at the time of approval of the new bylaws. The members may change the number of Directors by a two-thirds vote provided notice of such change was included in the Notice for such members.

Section 2: Election of Directors

Eligibility:

Credit union officials of Primary Members of Chapter; Chapter Board by policy or by policy adopted by membership may allow the following to also serve as a Director—

- (1) Employees or credit union officials of Associate Members of this Chapter
- (2) Employees or credit union officials of Additional Members of this Chapter.

“Credit Union Official” defined as a director, supervisory committee member, credit committee member, or employee of a primary member credit union.—Article XI (Definitions)

Procedures:

The Board shall appoint a Nominating Committee no later than the meeting preceding the Annual Meeting; the Nominating Committee must ascertain the eligibility of each candidate, including determination of affiliation status with the League of Southeastern Credit Unions & Affiliates.

Notification: The Nominating Committee report of qualifying candidates shall be included with the Annual Meeting notice.

Voting:

Each Primary Member credit union having voting rights shall be entitled to cast one (1) vote; nominations may be received from the floor only if there are fewer candidates nominated for office than there are vacancies to be filled.

Section 3: Board Duties

Board of Directors shall be responsible for the general management and control of the affairs, funds and records of this Chapter and shall perform other duties as prescribed in these Bylaws and those of the League of Southeastern Credit Unions & Affiliates.

Section 4: Meetings

The Board shall meet at the call of the Chapter President or upon request of majority of the Board.

Notice of meetings must be given to Secretary at least three (3) days prior to the meeting.

Section 5: Board Terms

Directors shall serve a term not to exceed three (3) years, commencing at end of the Annual Meeting.

The number of consecutive terms which may be served by any one person may be limited by a policy adopted by the Directors or a policy adopted by the membership.

The Secretary or Secretary/Treasurer (for chapters with a combined position) shall ensure that the officers meet the eligibility guidelines as established in the Chapter bylaws.

The Secretary (Secretary/Treasurer) shall send the new officer information to the designated LSCU & Affiliates Chapter liaison.

Section 6: Removal from Office

Directors shall be removed by a majority vote of the Board upon determination of the following:

- (1) A Director no longer possesses the qualifications specified in the Bylaws; or
- (2) In the case of removal for cause, the determination of "cause" shall be at the discretion of the Board and the removal shall constitute a vacancy for that position.

Section 7: Vacancies

Vacancies shall be filled by appointment of Board for unexpired term unless Board appointment specifies that an election for the unexpired term be held at next Annual Meeting.

Section 8: Quorum

A majority of the Board of Directors shall constitute a quorum.

Article VI Executive Officers and Duties

Section 1: Executive Officers

Executive officers of this Chapter shall be, at a minimum, a President, a Vice President and a Secretary/Treasurer.

Section 2: Board of Directors

Board of Directors shall elect executive officers from its own body at first meeting of Board. Officers shall serve until successors are elected. A vacancy occurring in an office shall be filled by appointment of Board until next election.

Section 3: President Duties

The Chapter President shall preside over all meetings and shall, in the way and manner directed by the Board of Directors, manage the affairs of the Chapter.

Section 4: Vice President Duties

The Chapter Vice President shall preside in the absence of the President and perform all other duties as assigned by the Board of Directors. In the event the office of President is declared vacant, the Vice President shall automatically assume the office of President.

Section 5: Secretary/Treasurer Duties

The Chapter Secretary/Treasurer (Secretary for Chapters with both a Secretary and a Treasurer) shall keep correct records of all meetings of the Chapter and the Board of Directors. Copies of the Chapter and Board meeting minutes shall be furnished to the designated League Chapter liaison within thirty (30) days of the meeting. Secretary/Treasurer shall give notice of all meetings to the members and shall perform other duties incident to this office.

The Chapter Secretary/Treasurer (Treasurer for Chapters with both a Secretary and a Treasurer) shall be custodian of the Chapter funds. Secretary/Treasurer shall maintain detailed records of the financial transactions of the Chapter and shall make all collections and disbursements as directed by the Board. Secretary/Treasurer shall give a complete report at each meeting of the Chapter. A copy of the Chapter's annual financial report shall be forwarded to the designated League Chapter liaison and to each Chapter member.

Article VII Committees

Section 1: Standing and Special Committees

Standing and special committees, appointed by the Chapter President or requested by the League, may be created from time to time to facilitate the operation and proper function of the Chapter.

Article VIII Finances

Section 1: Method

The method of financing shall be determined by the Chapter Board of Directors. The Board is responsible for producing the annual report of expenditures each year.

Section 2: Safeguarding Funds

Funds of Chapter shall be safeguarded in a manner determined by the Board of Directors.

Section 3: Merger/Dissolution

Upon recommendation by the Chapter Board and approval by the Board of Directors of the League of Southeastern Credit Unions & Affiliates, the Chapter can merge with another Chapter. Upon merger with another Chapter, all assets and liabilities will be assumed by the continuing Chapter.

Upon recommendation by the Chapter Board and approval by the Board of Directors of the League of Southeastern Credit Unions & Affiliates, the Chapter can dissolve. Upon dissolution of a chapter, all assets and liabilities must be disposed of by the Chapter. Credit unions located in a dissolved chapter shall be reassigned to another chapter by the League.

Article IX Amendments

Section 1: Proposed Amendments

Any proposed amendments to the Chapter Bylaws must be submitted to LSCU & Affiliates Board of Directors for approval before becoming effective.

Article X Parliamentary Authority

Rules contained in the most recent edition of the Scott Forsman Roberts Rules of Order Newly Revised shall govern this Chapter in all cases to which such rules are applicable and in which they are not inconsistent with these bylaws. Article XI

Definitions

"Chapter Area" shall be the geographic area specified in Article I.

"Location" means the physical location of the headquarters office of the credit union. "League" means the League of Southeastern Credit Unions & Affiliates.

"Director" means a director of this Chapter.

"Board" means the Board of Directors of this Chapter.

"Affiliated Credit Union" means a credit union with its location in a state which is a member in good standing of the League of Southeastern Credit Unions & Affiliates.

"Credit Union Official" means a director, supervisory committee member, credit committee member, or employee of a primary member credit union.

Code of Ethics

The CUNA Directors' Pledge

A. Highest standards of personal conduct shall be observed at all times. Integrity, unselfishness, humility and cooperativeness shall be regarded as basic dimensions of behavior.

B. Those whom hold positions of trust shall be especially careful in the handling of their personal affairs.

1. They shall not use their positions to further personal interest nor to secure special privileges.

2. They shall not accept gifts or payments for their personal benefit in any form with value in excess of \$75.00 for doing business with a particular commercial enterprise or person. This would not apply to incidental advertising specialties or items which are distributed generally by a person or corporation making the gift.

3. They shall not promote or engage in any activity harmful to the best interest of the Chapter, the League of Southeastern Credit Unions or its credit unions.

C. It shall be the obligation of any who perceive improper conduct on the part of an official to take necessary and immediate steps to protect the chapter.

D. Officials shall be alert to prevent the efforts of any person or group from acquiring or exercising influence in the Chapter for purposes that are incompatible with Chapter objectives.

Official Responsibilities

A. Promotion and protection of the best interests of the League and Chapter shall be the primary responsibility of all officials.

B. Every person elected or appointed to a position shall make every reasonable effort to learn the duties of that position and engage in educational activities that will increase the skills for discharging the responsibilities involved.

C. Elected officials shall attend and participate in scheduled meetings as regularly as possible throughout the terms of office.

D. Elected officials shall seek always to cooperate fully with each other. Personal feelings and beliefs should not be allowed to interfere in the cooperative relationships of one person with another in the discharge of responsibility.

E. Elected officials shall adhere conscientiously to the laws and bylaws concerning reimbursement for time and expenses involved in their volunteer Chapter activities.

Standards for Chapter Officials

A. Chapter officials and potential officials shall be given fair and equal consideration regardless of race, color, creed or sex.

B. Chapter officials shall make every effort to provide maximum information to Credit Union officials to improve the welfare of credit unions.

C. Chapter members and the League shall be kept fully informed of the programs and activities through accurate minutes and financial statements.

D. Participation in community affairs, and cooperation with other organizations, shall be encouraged as a responsibility of membership in the society of which the Chapter is a part.

LSCU & Affiliates Event Code of Conduct

At the League of Southeastern Credit Unions & Affiliates, we believe unity and cooperation is paramount to the continued success of our industry. To make possible true collaboration, creativity, innovation, and idea sharing, we are committed to facilitating a welcoming and respectful environment for all that attend our meetings, conferences and events, regardless of gender, sexual orientation, gender identity, race, ethnicity, religion, disability, physical appearance or career level. This Code of Conduct shares our expectations and applies to all participants, including but not limited to attendees, employees, exhibitors, speakers, sponsors and volunteers at LSCU & Affiliates events. This Code of Conduct applies to all components of LSCU & Affiliates events, including those sponsored by organizations other than LSCU & Affiliates but held in conjunction with LSCU & Affiliates events, in public or private facilities.

Expectations

- All participants, attendees, LSCU & Affiliates staff, and vendors are treated with respect and consideration, valuing a diversity of views and opinions.
- Avoid personal attacks directed toward other attendees, participants, LSCU & Affiliates staff, and suppliers/vendors.
- Be mindful of your surroundings and of your fellow participants. Alert staff if you notice a dangerous situation or someone in distress.
- Dress and behave in a professional manner.
- Respect the rules and policies of the meeting venue, hotels, LSCU & Affiliates-contracted facility, or any other venue.

Unacceptable Behavior

- Harassment, sexual harassment, bullying, or discrimination in any form will not be tolerated.
- Physical or verbal abuse of any attendee, speaker, volunteer, exhibitor, LSCU & Affiliates staff, service provider, or other event guest.
- Any boisterous, lewd or offensive behavior or language, using sexually explicit or offensive language or conduct, profanity, obscene gestures, or racial, religious or ethnic slurs.
- Verbal comments related to gender, sexual orientation, disability, physical appearance, body size, race, religion, national origin, inappropriate use of nudity and/or sexual images in public spaces or in presentations, or threatening or stalking any attendee, speaker, volunteer, exhibitor, LSCU & Affiliates staff, service provider, or other event guest.
- Unwanted touching, hugging or sexual advances of any kind.
- Being intoxicated in any event venue or function. Please drink responsibly.
- Wearing clothing that is not suitable for a professional work environment, that is provocative, inappropriate or otherwise potentially offensive.

Consequences

- Anyone requested to stop unacceptable behavior is expected to comply immediately.
- LSCU & Affiliates staff (or their designee) or security may take any action deemed necessary and appropriate, including immediate removal from the event without warning or refund.
- LSCU & Affiliates reserves the right to prohibit attendance at any future event.

Reporting Unacceptable Behavior

- If you are the subject of unacceptable behavior or have witnessed any such behavior, please immediately notify LSCU & Affiliates staff or director.
- Notification can be done by emailing your concern to people-culture@lscu.coop.

Anyone experiencing or witnessing behavior that constitutes an immediate or serious threat to public safety is advised to contact 911 and locate a hotel/facility phone and ask for assistance.

CHAPTER FORMS

This section contains suggested samples of forms referenced throughout the handbook. Chapters can customize these forms for use as they see fit.

- Minutes of the Regular Chapter Meeting
- Report of Chapter Activities for Year End
- Auditor's Verification Form
- Report of the Chapter Audit Committee
- Meeting Planning Checklist

MINUTES OF THE REGULAR CHAPTER MEETING

_____ Chapter of the League of Southeastern Credit Unions

The regular meeting was held at _____, at _____ (AM/PM),
_____, 20_____.

Minutes were recorded by _____, Acting Secretary.

Number of people in attendance: _____ Number of credit unions represented: _____

Speaker or Facilitator: _____
Speaker's Title: _____ Organization: _____
Subject: _____

Meeting Details: _____

Next Chapter Meeting: Date _____ Time _____
Location _____ City _____
Topic: _____
Additional Details: _____

Future meeting dates: _____
Reports (in brief):
President: _____

LSCU Chapter Liaison: _____

Treasurer: Reported for the month of _____, showing a balance of \$ _____
from the previous month, with \$ _____ Income, \$ _____ Expense,
and a new Cash Balance of \$ _____.

Others: _____

Unfinished Business: _____

New Business: _____

Chapter Officers, LSCU officials, and Guests present were:

Meeting adjourned at _____ P.M. (A.M.)

Secretary _____

President _____

REPORT OF ACTIVITIES FOR THE YEAR ENDED _____

_____ **Chapter of the League of Southeastern Credit Unions**

Cash Balance as of December 31, (previous year-end) \$

Revenues:

| | | |
|--------------------------------|----------|-----------------|
| Chapter dues | \$ _____ | |
| Payment for meals at meetings | \$ _____ | |
| Fundraising activities | \$ _____ | |
| Donations | \$ _____ | |
| Other revenues | \$ _____ | |
| Total Revenues Received | | \$ _____ |

Balance \$ _____

Less Expenditures:

| | | |
|--------------------------------|----------|--|
| Meeting expenses (meals, etc.) | \$ _____ | |
| Speakers' fees | \$ _____ | |
| Scholarships and awards | \$ _____ | |
| Advertising | \$ _____ | |
| Officials' expenses | \$ _____ | |
| Other expenses | \$ _____ | |

Total Expenses Incurred \$ _____

Cash Balance as of Year-End \$ _____

President/Chairperson

Treasurer

AUDITOR'S VERIFICATION FORM

Chapter _____

Date _____

Cash on hand: \$ _____
Cash on deposit: \$ _____
Other accounts: \$ _____
TOTAL \$ _____

Plus deposits \$ _____
Minus expenses \$ _____

Ending balance as of (date) _____ \$ _____

I have examined the necessary records of the above-named chapter and, except for the comments enclosed (if any), have found the records to reflect fairly the financial activity of the chapter for the period _____, 20 _____ to _____
Month/Year

_____, 20 _____.
Month/Year

Name of Auditor (print): _____

Signature of Auditor: _____

Credit Union: _____

Address: _____

City, State, Zip: _____

Return this form to the League office:

League of Southeastern Credit Unions
Attn: Chapter Support
3692 Coolidge Court
Tallahassee, FL 32311

REPORT OF THE CHAPTER AUDIT COMMITTEE

_____ **Chapter of the League of Southeastern
Credit Unions**

The _____ Chapter Audit Committee has found that the activities of this Chapter over the past year have been conducted in an overall satisfactory manner and in accordance with existing rules and regulations.

Upon completion of this audit, we recommend that the following actions be taken:

In the opinion of this committee, other than noted above, the policies and practices of the Chapter Board of Directors are sound and contribute to the continuing growth of credit unions and to the improvement of services offered to credit union members in this area.

The officers of this Chapter have been conscientious in attending board meetings, conferences, workshops and other educational sessions to increase their knowledge of credit union trends and services. They have continued to function as dedicated individuals and in the best interests of the credit unions served by the Chapter.

Respectfully submitted,

Chairperson

Member

Member

Date _____

MEETING PLANNING CHECKLIST:

- Select the Meeting Type:
 - Educational
 - Social/Networking
 - Special Event
- Determine Meeting Date, Time & Location
 - Ensure meeting date/time is free from major conflicts, including LSCU/CUNA events
 - Determine Set-up/ Other Special Requirements (seating, tables, A/V, etc.)
 - Select meal & cost, including tax & tip (if applicable)
- Select & Schedule Speaker & Topic:
 - Request Speaker's Bio (ensure proper pronunciation) and setup needs
 - Speaker Confirmed the Week of Event and reminder of time allotment
- Secure Sponsor (if applicable)
 - Secure Door/Raffle Prizes
- Determine the Guest List & Send a Professional Meeting Invitation three weeks prior to the meeting:
 - Ensure meeting time, location, purpose, and speaker are included
 - LSCU Chapter Liaison Notified
 - Promoted on Chapter's social media (if applicable)
 - Determine if reservations are needed, who will receive RSVPs, and the deadline
 - Follow up one week in advance of the meeting
- Prepare a concise agenda (refer to the sample on page 14)
 - Confirm who will speak at the meeting (opening remarks, report of activities, etc.) and time allotted for each.